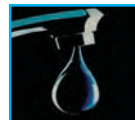


# Customer

## Bill of Rights & Responsibilities

- ◆ YOU HAVE THE **RIGHT** TO CLEAN, CONTAMINANT-FREE WATER 24 HOURS A DAY, 7 DAYS A WEEK.
- ◆ YOU HAVE THE **RIGHT** TO FAIR AND EQUITABLE RATES FOR SERVICES RENDERED.
- ◆ YOU HAVE THE **RIGHT** TO BE TREATED WITH RESPECT AND IN A PROFESSIONAL MANNER.
- ◆ YOU HAVE THE **RIGHT** TO INQUIRE ABOUT YOUR WATER AND SEWER SERVICES, BILLING STATEMENT, AND ANY OTHER CONCERNS.
- ◆ YOU HAVE THE **RIGHT** TO SPEAK WITH INDIVIDUALS EMPLOYED AT THE COBB COUNTY WATER SYSTEM ABOUT YOUR CONCERNS.
- ◆ YOU HAVE THE **RIGHT** TO A TIMELY RESPONSE WHEN YOUR WATER AND SEWER SERVICES ARE INTERRUPTED.
- ◆ YOU HAVE THE **RIGHT** TO UTILIZE ALL OF THE WATER EFFICIENCY/WATER QUALITY PROGRAMS AVAILABLE FROM THE COBB COUNTY WATER SYSTEM.



- ◆ YOU HAVE THE **RESPONSIBILITY** OF PAYING YOUR WATER AND SEWER BILL ON OR BEFORE THE DUE DATE. FAILURE TO DO SO MAY MEAN AN INTERRUPTION OF YOUR SERVICES.
- ◆ YOU HAVE THE **RESPONSIBILITY** TO REPORT ANY SEWER SPILLS, BREAKS IN PIPELINES, OR LEAKS THAT MAY OCCUR.
- ◆ YOU HAVE THE **RESPONSIBILITY** TO FIX AND REPAIR RESIDENTIAL/ COMMERCIAL PLUMBING LEAKS IN A TIMELY MANNER.
- ◆ YOU HAVE THE **RESPONSIBILITY** TO HELP PROTECT OUR MOST PRECIOUS NATURAL RESOURCE, WATER, BY BEING CONSCIENTIOUS AND CONSERVING WHERE POSSIBLE.
- ◆ YOU HAVE THE **RESPONSIBILITY** TO TAKE PART IN ANY WATER USE RESTRICTIONS MANDATED BY THE STATE OF GEORGIA EPD, AND OBEY THE CURRENT OUTDOOR WATER USE SCHEDULES.

- ◆ WATER SYSTEM ORGANIZATION
- ◆ WATER CONSERVATION
- ◆ CUSTOMER SERVICE
- ◆ ENVIRONMENTAL/EDUCATIONAL PROGRAMS
- ◆ PAYMENT OPTIONS & LOCATIONS
- ◆ OUTDOOR WATER USE SCHEDULES
- ◆ FREQUENTLY ASKED QUESTIONS

Cobb County Water System  
660 South Cobb Drive  
Marietta, Georgia 30060

New Customer

# Cobb County Water System



*Cobb County...Expect the Best!*

# Customer Information Guide



660 South Cobb Drive  
Marietta, Georgia 30060

April 2005

# Welcome to Cobb County Water System

Whether you’ve just moved to a new home or recently established a business in the area, the employees of the Cobb County Water System would like to be the first to say, *“Welcome to the neighborhood.”*

We have prepared what we hope will be an informative and easy to use guide for addressing concerns and answering questions you might have regarding your water or paying your bill. Please take a moment to review this packet.

Our top priorities are to provide you with a sure supply of high quality water and excellent customer service. Whenever you have a question about your water, your service, or your bill, please contact us. We are here to be of service and to help.



This is an official publication of the  
Cobb County Board of Commissioners.

Sam Olens, Chairman  
Helen Goreham, District One      Joe L. Thompson, District Two  
Tim Lee, District Three      Annette Kesting, District Four  
David Hankerson, County Manager

## Customer Service

Our goal is to provide superior service at each and every opportunity and to provide the flexibility to reach us at your convenience.

### CUSTOMER SERVICE FACILITY

660 SOUTH COBB DRIVE, MARIETTA, GA 30060  
**(770) 423-1000**

### HOURS OF OPERATION (MONDAY THRU FRIDAY)

|                                |                 |
|--------------------------------|-----------------|
| MAIN CUSTOMER SERVICE BUILDING | 8:00AM - 5:00PM |
| DRIVE THROUGH WINDOW           | 7:30AM - 6:00PM |
| CUSTOMER SERVICE CALL CENTER   | 7:30AM - 7:00PM |
| NIGHT DEPOSIT                  | 24-HRS / 7-DAYS |

### 24-HR/7-DAY EMERGENCY SERVICE

EMERGENCY DISPATCH (770) 419-6201

### COBB COUNTY WATER SYSTEM WEBSITE

WWW.COBBWATER.ORG

### COBB COUNTY GOVERNMENT WEBSITE

WWW.COBBCOUNTY.ORG

### NEW OR CHANGE IN SERVICE

Customers can call for new service by phone (or at the Customer Service Facility) Monday through Friday 7:30 a.m. to 7 p.m. We ask that you notify us 24 hours prior to the date you need new or change in service. For new service, a one-time deposit is required which will be added to your first month’s bill.

.....CALL (770) 423-1000

### SENIOR CITIZEN’S DISCOUNT

To receive a discount, customers must be 65 years old or over with an income less than \$12,000 per year. An affidavit must be completed. Call (770) 423-1000 or e-mail [WaterCustomerService@cobbcounty.org](mailto:WaterCustomerService@cobbcounty.org) to receive an application.

### EMERGENCY SERVICE

If locations show signs of:  
sewer backup (in home or street)  
water gushing

.....CALL (770) 419-6201

broken water line (seeping, leaks)  
water taste or color problem

.....CALL (770) 423-1000

## Frequently Asked Questions

### *1. What is the “history based consumption?” How and when is it calculated?*

Each year, the “history based consumption” is calculated by averaging 125% of the metered water consumption of the winter months of December, January and February, then rounding the average up to the next whole number. Water usage in the months thereafter is compared to the averaged consumption (“history based consumption”). In a month where consumption exceeds that average it is assumed that the additional consumption is for outdoor use and is not returned to the sewer system. The sewer charge therefore is capped by the winter average.

### *2. Why do I have to pay for water when a pipe bursts at my residence?*

It is Cobb County’s responsibility to provide water to all our customers at the water meter location. We are not responsible for the type or condition of plumbing from the water meter location into private or commercial dwellings.

### *3. When do I get my deposit back? Does it accrue interest while you have it?*

Each customer, whether residential or commercial, is required to post a surety deposit on each account at the time of initial service. After 24 months of excellent payment record, the deposit will be credited to the account. We do not pay interest on deposits held.



# Frequently Asked Questions

... continued

## 4. Does the Water System accept “Letters of Credit” from other utilities?

No. Letters of credit from other utilities are subjective documents and are not regulated nor is there a standard to which they are compared. We believe requiring a cash deposit on water bill accounts reduces losses thereby assuring the lowest rates for all of our customers.

## 5. Why are the sewer charges higher than the water charges?

This is primarily due to the cost of building, maintaining, and operating both the sewage collection system and treatment plants capable of removing contaminants in wastewater prior to returning it to lakes and rivers. Our treatment processes meet or exceed all state and federal standards.

## 6. I have “blue-poly” pipe from the meter to the house and I had a leak. Where can I find information regarding getting reimbursed for my plumbing cost?

Information can be received by calling 1(800) 356-3496. Homes built since 1989 may be eligible for assistance.

## 7. Why are street light charges on my water bill?

When the program began for street light service, there was no billing system in place. Utilizing the Cobb County Water System’s existing billing system proved be cost effective; whereas, creating a separate street light billing system would have significantly added costs. The street light funds go to the county’s general fund to pay for utility costs and other maintenance associated with providing this service. For street light repairs/outages, please use the online form at: <http://www.cobbdot.org/streetlight/index.htm>, or contact your power company.

## 8. If I fill up my pool, do I pay sewer fees for the water used?

No. The customer will be billed for sewer fees only up to that individual's “history based ” consumption (See FAQ#1). Therefore, if filling a pool, the customer will only pay for the water consumed, most of which would be greater than the history based consumption figure.

# Outdoor Water Use Schedules

The Cobb County Water System does enforce the State of Georgia established, permanent, year-round, statewide schedule for outdoor water use.

In 2003, the Board of the Department of Natural Resources (DNR) adopted a Georgia Drought Management Plan and *Rules for Outdoor Water Use* (Chapter 391-3-30). The *Rules* establish schedules for outdoor water use based on non-drought and several levels of drought severity.

**SCHEDULED DAYS:** Residences, subdivision entrances and businesses with even and odd numbered addresses are scheduled for specific days of the week when outdoor water use (watering of landscaping, car washing etc.) is permitted. No outdoor water use is permitted on Fridays.

- Address numbers ending with the number 0, 2,4,6,8 or no number, including subdivision entrances with no assigned address, may water on Mondays, Wednesdays, and Saturdays.
- Address numbers ending with the number 1,3,5,7, or 9 may water on Tuesdays, Thursdays, and Sundays.

**CLIMATIC CONDITIONS:** At all times one of the following schedules for outdoor water use will be in effect. These schedules are executed by the Georgia Department of Natural Resources, based on climatic conditions and will be announced through the news media.

- **NON-DROUGHT:** outdoor water use permitted at any hour for scheduled days.
- **DECLARED DROUGHT RESPONSE LEVEL ONE:** outdoor water use may occur on scheduled days within the hours of 12:00 midnight to 10:00 a.m. and 4:00 p.m. to 12:00 midnight.
- **DECLARED DROUGHT RESPONSE LEVEL TWO:** outdoor water use may occur on the scheduled days within the hours of 12:00 midnight to 10:00 a.m.
- **DECLARED DROUGHT RESPONSE LEVEL THREE:** outdoor water use may occur on the scheduled day within the hours of 12:00 midnight to 10:00 a.m.

Note: Outdoor water use scheduled days for Level Three are reduced to a total of two: (1) odd-numbered addresses are only Sunday, and (2) even-numbered addresses and golf course fairways are Saturday.

continued ...

# Outdoor Water Use Schedules

... continued

- **DECLARED DROUGHT RESPONSE LEVEL FOUR:** No outdoor water use is allowed, other than for exempted activities, or as the DNR may order.

## SOME ACTIVITIES ARE EXEMPTED:

- Businesses that rely upon the use of water to conduct business, i.e. commercial car washes.
- Irrigation of personal food gardens.
- Irrigation of newly installed landscapes is allowed any day of the week, but only during allowed hours for the drought response level in effect, for a period of 30 days following installation. No watering is allowed during Drought Response Level Four. For new landscapes installed by certified or licensed professionals, commercial exemptions apply.
- Golf courses are exempt from the outdoor water use schedules subject to the different levels of declared drought.

### These are only a few examples

For more specific information please go to [www.dnr.state.ga.us/dnr/environ/](http://www.dnr.state.ga.us/dnr/environ/) and click “Outdoor Water Use Schedule”, or contact Cobb Water at (770) 423-1000.

**ENFORCEMENT:** Cobb County Water System, a state permitted water utility, is responsible for enforcement within its service area.

| Outdoor Water Use Violation | Fine Structure (applied to the water bill) |
|-----------------------------|--|
| 1st                         | written warning                            |
| 2nd                         | \$100.00                                   |
| 3rd                         | \$250.00                                   |
| 4th and others              | \$500.00 & Service Disconnect              |

For more information contact the Cobb County Water System at (770) 423-1000.

# Payment Options & Locations

**CUSTOMER SERVICE FACILITY**  
660 South Cobb Drive  
Marietta, GA 30060  
(770) 423-1000

Monday - Friday 8:00 a.m. to 5:00 p.m.

## Payment Options and Services

Cash, personal checks, VisaCheck cards, MasterCard, Visa, American Express and Discover credit cards. Sign up for automatic bank draft and senior citizen’s discount. All customer services relating to water and sewer accounts, turn-on service, emergency services, tap water permits.

**EAST COBB GOVERNMENT SERVICE CENTER\***  
4400 Lower Roswell Road  
Marietta, GA 30068  
(770) 499-4444

AND

**SOUTH COBB GOVERNMENT SERVICE CENTER\***  
4700 Austell Road  
Austell, GA 30001  
(770) 499-4494

Monday - Friday 9:00 a.m. to 6:00 p.m.

## Payment Options and Services

Personal checks, money orders, certified funds and cash.

Senior citizen’s discounts and automatic bank draft application forms only.

**NIGHT DEPOSIT  
ALL LOCATIONS**

24 Hours, 7 days weekly

Personal checks, money orders, certified funds. No cash, please.

**INTERACTIVE VOICE RESPONSE SYSTEM**  
(770) 423-1000

AND

**ACCOUNT ACCESS AND ON-LINE PAYMENTS**  
([WWW.COBBWATER.ORG](http://WWW.COBBWATER.ORG))

24 Hours, 7 days weekly

## Payment Options and Services

VisaCheck cards, MasterCard, Visa, American Express, and Discover credit cards.

\* Payments accepted for current bills only at these locations

# Environmental/Educational Programs

We recognize that protecting the environment in an urban setting requires a comprehensive approach to water management including prudent use of our water resources, effective treatment and discharge of wastewater, and the protection of our streams from pollution. Our communication goal is to provide our county residents with a more comprehensive understanding of the water, sewer and stormwater issues we face, our efforts to protect the environment, and how you can be a part of these efforts.

Our focused education program assists businesses in meeting new environmental regulations in the areas of grease abatement, backflow prevention, soil erosion control measures, and flood control measures.

There is public interst in our Adopt-A-Stream Program, quality of the public water supply and general environmental quality. We have made a concerted effort to educate the general public and school children regarding the facts of these environmental issues, Cobb County’s programs to protect the environment and the role citizens can play in environmental protection.

- Adopt-A-Stream
- Backflow Prevention
- Grease & Oil Recovery
- Stormwater Management
- Water Conservation

Check these interesting websites to find out about more environmental education programs in the Georgia regional area.

Georgia Water Coalition  
[www.gwf.org/gawater](http://www.gwf.org/gawater)

Georgia Adopt-A-Stream  
<http://riversalive.org/aas.htm>

Georgia Department of Natural Resources  
Water Conservation Program  
[www.conservewatergeorgia.net](http://www.conservewatergeorgia.net)

Water Science for Schools  
<http://ga.water.usgs.gov/edu/mwater.html>

## Customer Service

### ABOUT YOUR BILL

Cobb Water System customers, are billed monthly for water and sewer fees on the basis of 1,000 gallons. A Cobb water representative comes on location and reads the consumption of the water meter.

Water Fee .....\$2.10 per thousand gallons  
Sewer Fee .....\$4.07 per thousand gallons  
*(fees for the 2005 calendar year)*

The customer’s “history based consumption” is listed on each bill. This reflects our participation in an Atlanta region conservation program intended to discourage excessive outdoor water use in summer months. Each year, customers’ metered water consumption is averaged by calculating 125% of the consumption during the winter months of December, January and February and rounding the average up to the next whole number. Water usage in the months thereafter is compared to the averaged consumption (history based consumption).

In a month where consumption exceeds that average, a full credit of the sewer rate is applied to the bill for water used in excess of the historical usage rate. A \$0.90 per thousand gallon surcharge, however, is added to the water rate for the amount of water used in excess of the average. It is presumed that water used in the summer months increases primarily due to outdoor watering and is not returned through the sewer system.

### Delinquent Accounts/Discontinued Service

All residential customers will be charged \$20 for delinquent account balances, and returned checks. Water service will be restored between:

Monday through Friday..... 8 a.m. - 8 p.m.  
Saturday ..... 9 a.m. - noon  
Sunday ..... 1 p.m. - 3 p.m.  
Holidays ..... 9 a.m. - noon

## Water Conservation

The recent drought in the Southeast region of the United States demonstrates the importance of our water resources. In the metropolitan Atlanta area, we have seen our water resources stretched because of population growth and climatic conditions. Being “water-wise” is no longer a slogan, it’s a way of life.

In addition to the newly dedicated resources to our Water Efficiency initiative, programs such as the waterSmart campaign, Adopt-A-Stream (770) 528-1135, as well as other water efficiency practices, are being implemented here in Cobb County to conserve the depleting amount of water available to customers.

The Cobb County Water System is taking part in public education campaigns for the Atlanta region. “waterSmart” promotes water conservation and “smart” water use. “Water use it Wisely” is a campaign aimed at educating the citizens of Cobb County about the need for water efficiency now and in the future. We are working together with our water supplier, the Cobb County-Marietta Water Authority, the Atlanta Regional Commission, and the Metropolitan North Georgia Water Planning District to spread the word about smart water use now.

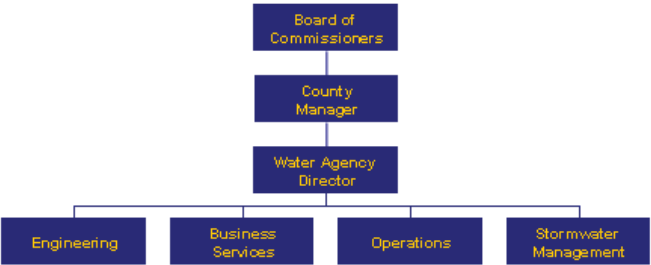
These efficiency efforts educate us that using the Region’s precious water resource wisely protects our environment, and ensures we are able to meet our needs. If we practice smart water use now, initiate changes in behavior, and continue to manage the resources available to us, Cobb residents will be able to maintain their lawns while not compromising our drinking water supply and possibly avoiding more severe watering restrictions.



# Water System Organization

As an agency of Cobb County Government, the Water System employs a skilled, professional workforce of approximately 400. Under the direction of a five-member Board of Commissioners elected by Cobb voters, and with the leadership and management provided by the County Manager and Agency Director of the Water System, the Cobb Water System continues to be a regional leader. The chart below shows the Water System’s organization within Cobb County Government.

### Organizational Chart



#### Cobb County Board of Commissioners:

Samuel Olens, Chairman  
Helen Goreham                      Joe L. Thompson  
Tim Lee                                      Annette Kesting

Cobb County Manager                      David Hankerson  
Water System Director                      Robert L. Brice